REQUEST FOR INFORMATION (RFI) FOR ELECTRONIC MONITORING (EM)

317.03-184-08

BY THE

STATE OF TENNESSEE

Department of Children's Services, Department of Correction, Department of Finance and Administration, and the Board of Probation and Parole

A. STATEMENT OF INTENT:

The State of Tennessee, Department of Finance and Administration (F&A) representing the Department of Children's Services (DCS), Department of Correction (DOC), and the Board of Probation and Parole (BOPP), herein referred to as the State, issues this RFI for the purpose of the vendor to prepare a written response and oral presentation for approaches to implement a statewide Electronic Monitoring (EM) solution.

The Vendor responses will be reviewed for planning purposes. In particular, the State is interested in performing an alternative analysis of the various software and infrastructure options. Prospective vendors are encouraged to respond to this RFI, as information received will be instrumental in the development of the State's strategy for implementing a statewide EM solution.

The goal of this effort is to use the information obtained through the RFI process to develop a request for proposals (RFP) that could involve a single or multiple contracts.

B. BACKGROUND:

Several State agencies have implemented or are interested in leveraging some type of EM system to improve public safety and manage case load.

The State will define, acquire, and implement a standard set of EM solutions that support public safety goals and objectives through:

- cross departmental information sharing
- cross departmental resource sharing (people, training material, hardware, software, …)

- providing access to state of the art technology and future innovations as they become available

The standard set of EM solutions will be acquired based on the business and technical requirements as defined by the departments and the BOPP.

The State will use the EM system to track client location at any time and detect violations of time constraints (curfews), exclusion zones, and containment areas. The State will consider all EM technologies, to include real-time Global Positioning System (GPS) technology, passive technology and radio frequency technology.

It is estimated that DCS will monitor about 100 clients by active GPS, 50 clients by passive or active GPS and 50 clients by Radio Frequency or Voice verification.
BOPP will monitor approximately 400 offenders, primarily by active GPS.
DOC expects to monitor 50-75 inmates by active GPS technology and 75 by radio frequency or voice verification.

The State expects to leverage its substantial investment in Geographic Information System (GIS) data and services relative to any potential EM vendor solution. A major component of EM is the use of GPS (or other means) to track client movement and analyze this data with other digital map information (exclusion zones, schools, child care facilities, etc.) using GIS technology.

The State's GIS Services role is to coordinate the effective and efficient use of geospatial data and applications. GIS Services has developed specific GIS data resources along with an enterprise GIS infrastructure that will provide State consumers of EM with enhanced benefits. Through the development of core GIS data, using licensed commercial data, and leveraging other GIS data developed or maintained by State agencies, GIS Services has created a comprehensive GIS spatial data library. The primary concept behind this enterprise GIS vision is to reduce redundant data collection, and find multiple applications for common or shared GIS data, and ultimately maximize the State's GIS investment. When applying this enterprise GIS approach to EM, the State's vision is to have a vendor solution that can consume GIS data via web map services from the State in a "seamless" environment and integrate these data with vendor provided software and data regardless of location.

C. GENERAL INSTRUCTIONS:

C.1. The State is requesting the following information from all interested parties; please address as many items as possible and provide the necessary supporting documentation as required:

1) Provide an organizational chart showing the top 2 layers of the management team.

2) Indicate if you are a publicly or privately owned company.

3) List all employee staffed offices, including number of employees and location.

4) Indicate if you subscribe to a Quality Management System such as ISO 9001:2000 or Six Sigma. If you do not have a formal Quality Management System, provide succinct documentation as to how your company ensures product and operational quality.

5) Please indicate if any portion of your manufacturing is outsourced. If so, please provide the name of the company and a description of their Quality Management System.

6) If 3rd party support will be used during the requirements, development, testing, implementation and ongoing support phases, please provide name of the company and a description of their Quality Management System.

7) Describe services, software, and equipment available to provide a statewide EM solution.

8) Describe the recommended hardware and network architecture for the application.

9) What would a typical staffing matrix and plan look like for an implementation of this size? Please consider vendor staff and state staff during the requirements, development, testing, and implementation phases of the project.

10) Provide a duration estimate for EM requirements analysis, development, testing, and implementation. This estimate will be used only for project planning purposes.

11) With regard to the availability of all required equipment, what would your lead time be for an implementation of our size?

12) Describe your capability to ensure that appropriate knowledge transfer takes place from vendor staff to state staff. Describe how this knowledge transfer is maintained.

13) Recommend a strategy for providing ongoing operational support for the application; what does a typical staffing matrix look like when the application is fully operational? Please consider vendor staff and state staff.

14) Describe your experience with GIS.

15) Specifically, is your solution proprietary or a 3rd party GIS solution?

16) Describe how your solution would interface with the State provided TeleAtlas Dynamap Transportation data product. The State has a license for this product and can provide it to vendors that are under contract with a State agency.

17) Describe how your application would access web map services (schools, day care facilities, TBI registered sex offenders, others) published by the State that is built on ESRI's ArcIMS technology. See http://tnmap.state.tn.us for more information.

18) Describe your process for updating exclusion zone information based on State provided ArcIMS Services or other source that reflect updated daycare facilities, schools etc.

19) Describe how you would update the system components (tracking units and central monitoring software) to enforce a new universal exclusion zone.

20) Describe how your application would integrate with the nonproprietary Open Geospatial Consortium (OGC) standard web map service (WMS).

21) List your current EM multi agency installations.

22) Do you have experience working with a government body as the prime contractor or as the sub-contractor to the prime contractor? If so, please list.

23) Describe how data is downloaded if a "land line", "digital" or cell phone service is not available, specifically regarding your tracking technologies.

24) Describe how data is downloaded if a "land line", "digital" or cell phone service is not available, specifically regarding your home detention technologies.

25) Please describe your home detention solution and capabilities.

26) Please describe your voice verification solution and capabilities. Please include false positive and false negative percentage rates.

27) Describe, if possible, how services would be handled through a combination of digital phone/cable lines.

28) Describe any tamper resistant techniques offered for suggested equipment (fiber optic, continuity, proximity, etc.).

29) If GPS tracking is suggested for a level of monitoring, define any back-up technology if GPS signals are not available.

30) If motion detector technology is offered, describe how the system would function if satellite is not available.

31) Describe a system for creating and monitoring zones (i.e., indicate if zones can be created by polygon or circular or irregular in shape).

32) Indicate if there is an ability to keep offenders in large exclusion/inclusion zones and how large would these exclusion/inclusion zones be. Specifically, can the system enforce a requirement for an offender to remain within a county at all times while monitoring another zone (inclusion or exclusion) that is within this area?

33) How would you address temporary incursions into an exclusion zone (e.g.: driving by a day care center on the way to work)?

34) Does the tracking device assigned to the offender have the schedule and zone information on-board?

35) Describe any sounds and/or lights that the equipment triggers per type of situation (e.g.: chirp, voice or vibration).

36) Describe how often information is downloaded during resting period and when movement resumes.

37) Indicate if reporting includes on-board processing that shows every movement regardless of how often the system calls in.

38) Indicate if information is recorded and stored between transmissions.

39) Indicate how often data points are collected (i.e., breadcrumb trail, ant tracks, etc.).

40) Describe how tracking of multiple offenders in residential facilities, including high rise dwellings, would be managed.

41) Indicate if victim notification protocols are offered.

42) Does the tracking system have the ability to enforce a floating exclusion zone, such as one that may be used in a proximity to victim alert?

43) Describe your battery charging technology.

44) Describe the tracking EM unit’s battery life and the time required to recharge.

45) Does the tracking system have the ability to track which floor in a high-rise building the offender is in?

46) Indicate if software technology would function on a blackberry system or any other similar cellular device.

47) Does the system provide a buffer zone outside of an exclusion zone that causes the system to increase the rate of communication to the monitoring center when an offender nears one of these zones?

48) With two-piece devices, what steps have been taken to decrease the frequency of “bracelet gone” alerts, if any?

49) Indicate the expected accuracy rates of the location points based on your internal testing (i.e., within 30 meters 90% of the time and within 100 meters 96% of the time).

50) Do you offer crime scene correlation services that are compatible with law enforcement UCR (Uniform Crime Report) data?

51) Describe the weight and size of the EM units.

52) Are the EM units waterproof? Please describe.

53) Describe where on the body the EM technology is carried.

54) Describe the installation process and how long it would take a trained officer to install a unit.

55) Does the EM unit have the means to communicate simple instructions (e.g.: reminder to charge, observe curfew, call officer, etc) to the client (such as built in cell phone, digital screen readout, vibration, or other method)? If yes, please describe.

56) Does the EM unit have two-way communication capability? If yes, please describe.

57) Describe the active client participation requirements (e.g.: charging activities, biometric interfacing).

58) Can the EM unit size to a wide range of clients (very small to very large)? Please describe.

59) Can a programmable "grace period" prior to generating an alert be set (e.g.: crossing exclusion zone area without ceasing motion, of “X” duration of time, no alert generated)? If yes, please describe.

60) Does the EM solution offer inventory control features that provide tracking of equipment location (ordered, shipped from vendor, received/on shelf, returned to vendor, received by vendor)? If yes, please describe.

61) Please describe the chain of custody procedures for equipment being returned for analysis of equipment for prosecution of suspected vandalism or tampering.

62) Describe how a requirement for uninterrupted monitoring with "zero down-time" would be met.

63) Can the equipment that was initially assigned to an offender also be utilized when the offender transitions from one level of supervision to another? Please describe.

64) Which of the following items does your system do "out-of-the-box":

#	**Description of Functionality**	**"out-of-the-box" functionality?** (If no clear yes or no; please * and explain on separate piece of paper)	
		Yes	**No**
1.	EM units are secured to the client in a way that it cannot be removed without generating an alert.		
2.	EM solution has the ability to detect motion/non-motion even if not able to pick up a GPS signal.		
3.	EM units can be installed without internet access.		
4.	EM solution can create individualized schedules and zones.		
5.	EM solution can create standard categories of zone/schedule (ex: child sex offender- able to select category of zone restrictions that will include ALL schools, daycares, etc without having to add individual zones to each offender).		
6.	EM solution can create mass exclusion zones via interface with existing ArcIMS web map services provided by the State without manually geocoding the entry of each individual zone (ex: all elementary and high schools, licensed daycare centers).		
7.	EM solution has drive-by detector capability without resorting to GPS data.		
8.	EM company offers expert review of client monitoring records to confirm or eliminate tracking data as evidence of client misconduct.		
9.	EM company offers expert testimony for prosecution/revocation proceedings to explain the technology and the veracity of the		

	information presented.		
10.	Do you provide voice verification?		
11.	Do you support voice verification?		
12.	Do you provide new technologies such as biometrics?		
13.	Do you support new technologies such as biometrics?		
14.	EM company offers a 24-7 helpline.		
15.	EM solution has life time storage of all agency tracking data.		

* Vendors are requested to include any product literature with their RFI responses.

C.2. Please feel free to contact the Department of Finance and Administration with any questions regarding this RFI. The main point of contact is:

Nathalie Hartert
Project Director
Office for Information Resources
Department of Finance and Administration
Suite 1600, Southeast
WM Snodgrass TN Tower
312 8th Avenue North
Nashville, TN 37243
615.253.8915 (ofc)

D. INSTRUCTIONS FOR RESPONDING

D.1. All responses must be submitted electronically, in writing, to Nathalie Hartert at the e-mail address below by close of business February 22nd, 2008.
The responses must be submitted in Word and/or PDF format.
A vendor must submit a written electronic response to be eligible to schedule an oral presentation.

Nathalie Hartert
Project Director
Office for Information Resources
Department of Finance and Administration
Nathalie.hartert@state.tn.us

D.2. Please reference RFI # 317.03-184-08 with your response to this request.

D.3. Interested vendors must schedule their oral presentation by contacting the RFI coordinator Nathalie Hartert at 615-253-8915, Nathalie.hartert@state.tn.us from February 25 through February 29, 2008. Each vendor may schedule no more than one 2 hour timeslot. The last 30 minutes of your timeslot will be for Questions and Answers. If you have any questions, please contact the RFI coordinator.

D.4 Time Line for RFI process

RFI Electronic Monitoring Key Dates		
RFI Release to public	Jan. 25, 2008	
Written responses due	February 22, 2008	
Scheduling of oral presentations	February 25, 2008	February 29, 2008.
Oral presentations (*) Final dates to be confirmed after number of vendor presentations will be known.	March 10, 2008 (*).	March 14, 2008 (*).